DTA INSTALLATION PROCESS & USER GUIDE FOR CHARTER BUSINESS CUSTOMERS

This guide is intended for owners or managers and front desk personnel.
This guide is not intended for guests.

Charter Business

Customer Care 1-800-314-7195
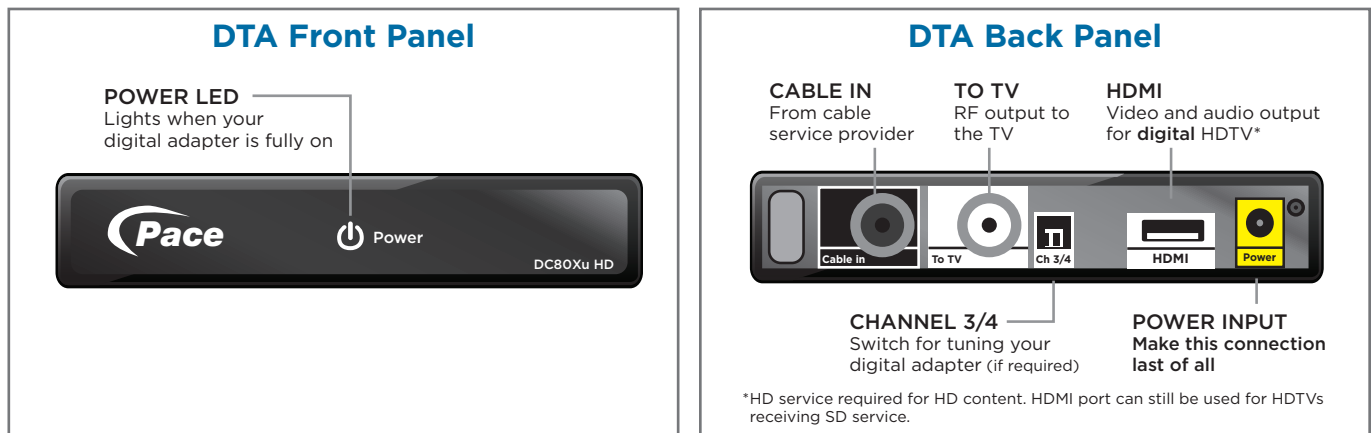charterbusiness.com

Thank you for choosing Charter Business

This document details the steps a property manager should take to install Digital Transport Adapters (DTAs). DTAs are small, digital devices that will allow TVs to show programming delivered by Charter's digital network. Any TVs that are not connected to a digital device (either a DTA or other digital receiver) will not be able to view programming from Charter's network.

DTAs that are connected to Charter's network will remain active. However, when a DTA is disconnected from the network, it will timeout after 30 days and require remote activation from Charter Business when it is reconnected to the network.

This DTA install process should take approximately 10 minutes per device. Please contact Customer Care at **1-800-314-7195** with any questions.
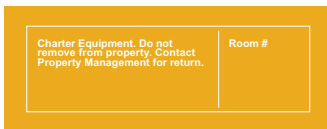
PRIOR TO BEGINNING THE INSTALLATION PROCESS, ENSURE THAT YOU HAVE THESE ITEMS FOR EACH TV:

- **DTA**
- **RF/HDMI cable(s)**
- **Power cord**
- **Remote control**
- **Batteries**
- **Velcro**

DTA Front Panel

POWER LED
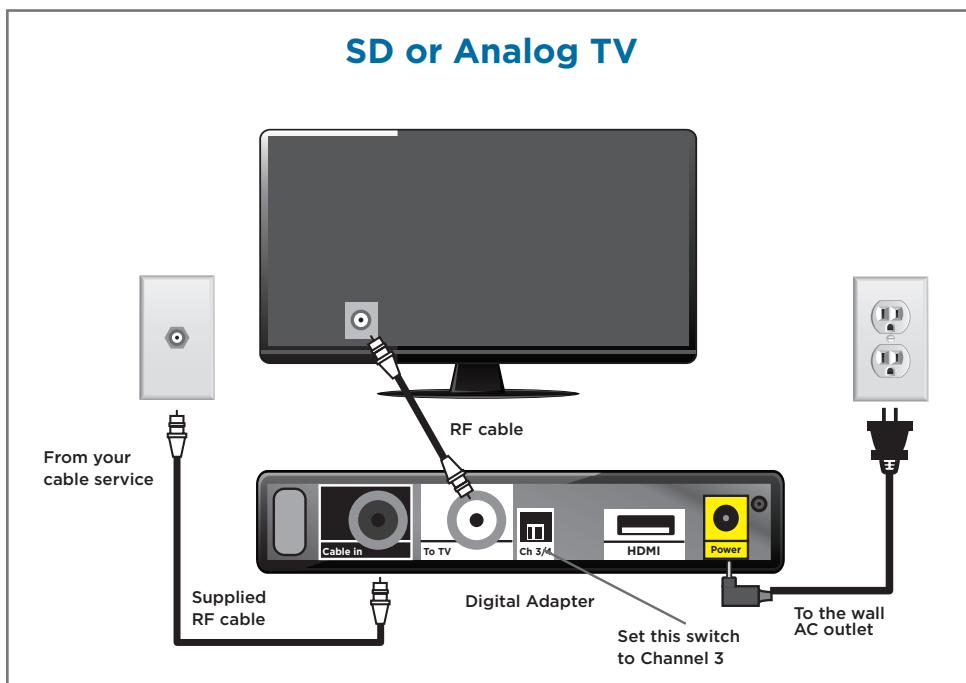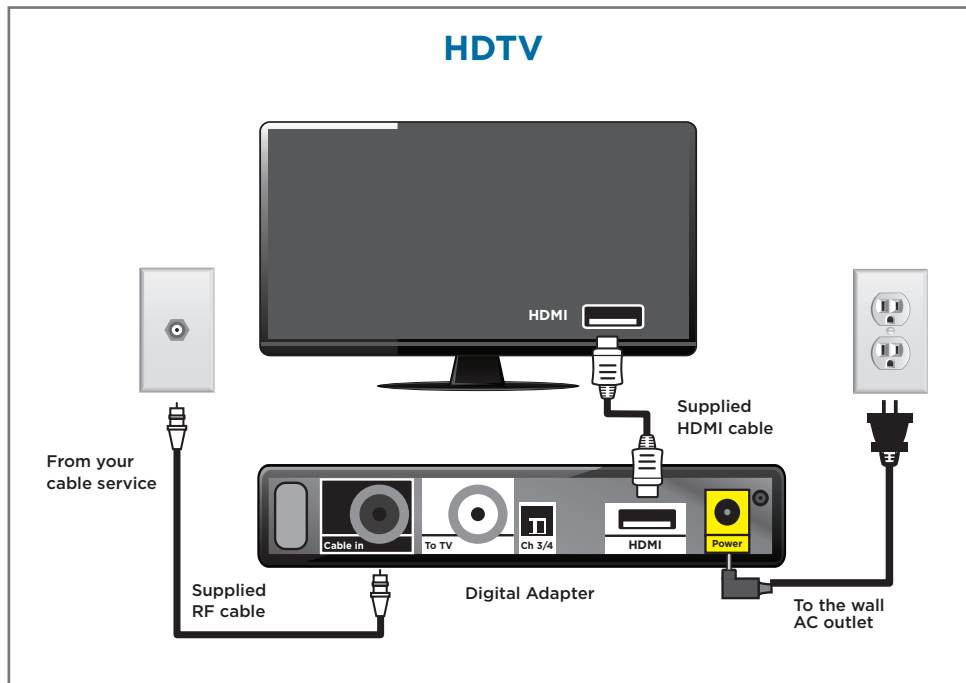Lights when your digital adapter is fully on

Pace ⏻ Power
DC80Xu HD

DTA Back Panel

CABLE IN
From cable service provider

TO TV
RF output to the TV

HDMI
Video and audio output for **digital** HDTV*

Cable in   To TV   Ch 3/4   HDMI   Power

CHANNEL 3/4
Switch for tuning your digital adapter (if required)

POWER INPUT
Make this connection last of all

*HD service required for HD content. HDMI port can still be used for HDTVs receiving SD service.

1. **Connect the DTA to the Cable Outlet**

   a. Please write the room or unit location where the DTA is being installed on the DTA label.

   Charter Equipment. Do not remove from property. Contact Property Management for return.   Room #

   b. Locate the cable that currently runs from the cable wall outlet to the back of the TV. Leave the cable connected to the wall, but disconnect the other end from the back of the TV.

   c. Reconnect this end of the cable to the "Cable In" input on the back of the DTA.

2. **Connect the DTA to the TV**

   a. If you have an HDTV, connect the HDMI connector to the HDMI port on the back of the DTA to the HDMI input on the back of your TV.

   b. If you have an SD or analog TV, connect one end of the 3-foot coax cable to the "To TV" input on the back of the DTA. Connect the other end to the "Cable In/RF In" input on the back of your TV.

HDTV

From your cable service

Supplied HDMI cable

HDMI

Cable in   To TV   Ch 3/4   HDMI   Power

Supplied RF cable

Digital Adapter

To the wall AC outlet

SD or Analog TV

From your cable service

RF cable

Cable in   To TV   Ch 3/4   HDMI   Power

Supplied RF cable

Digital Adapter

Set this switch to Channel 3

To the wall AC outlet

3. Power Up

a. Connect the external power supply unit to the connector marked "Power" on the DTA.

b. Connect the other end into a power outlet surge protector.

c. If the DTA has timed out, call Charter at **1-800-314-7195** for remote activation.

   i. To reactivate you will need the phone number associated with the bulk master account and the serial number that can be found on the bottom of the DTA.

4. Set the Channel (if using an HDTV, proceed to step 5)

    a. Turn on your TV and tune it to channel 3.

    b. Set the switch on the back of the DTA to channel 3.

Note: Some parts of the country use channel 4. If you do not have a picture after completing this step, you may need to switch both your TV and the DTA to channel 4.

5. Enable RF Remote Control Pairing

    a. If two AA batteries are not already in the remote control, insert them now. If the TV is not on, turn it on.

    b. Press **MENU** 🔘 on the remote control.

    c. Scroll to Remote Control in the Setup Menu.

    d. Scroll to RF Remote Setup (Advanced) and press **OK/ENTER** 🔘 to enable RF remote pairing. Ensure you are NOT disabling the feature but enabling it.

    e. Scroll to IR Remote Setup (Advanced) and press **OK/ENTER** 🔘 to disable IR remote capabilities. Ensure you are disabling the feature, NOT enabling it.

6. Program the Remote Control to the DTA

    a. Point the remote control toward the DTA. Press and hold **SETUP** 🔘 until the All Power LED turns red, then release.

    b. Press and release **MENU** 🔘 rapidly (up to 5 times) until the Remote Control Pairing overlay appears on-screen.

    c. Enter the three digit code that is displayed.

    d. Once the device is paired, you will see "Success!" displayed on-screen. Press **OK/ENTER** 🔘 to complete the process.

    e. Test the remote to ensure the buttons now control the TV.

7. Program the Remote Control to the TV (3 pairing options exist)

Option 1: Popular Brands Method *(chart on right)*

    a. Manually turn the TV on.

    b. Press and hold **SETUP** 🔘 on the remote control until the LED blinks twice.

    c. Press the **TV Power** 🔘 button on the remote control (top left).

    d. Press and hold the corresponding digit button for the TV brand.

    e. Release the digit button when the TV turns off. Setup is complete.

   f. Test the remote to ensure the buttons now control the TV and DTA.

Popular Brands	
Digit	**TV**
1	Insignia/Dynex
2	LG/Zenith
3	Mitsubishi
4	Panasonic
5	Philips/Magnavox
6	Samsung
7	Sharp
8	Sony
9	Toshiba
0	Vizio

Option 2: Popular Brands Method *(Remote Control Manual)*

    a. Manually turn the TV on.

    b. Press and hold **SETUP** 🔘 on the remote control until the LED blinks twice.

    c. Find the manufacturer's code for the TV from the Remote Control Manual supplied with the DTA.

    d. Enter the first code for the brand of the TV. (A full listing of codes can be found at urcsupport.com.)

    e. Press the **TV Power** 🔘 button on the remote control to test. If the TV turns off, setup is complete. If the TV does not turn off, repeat steps 2 through 3 using the next code listed for the TV brand.

    f. Test the remote to ensure the buttons now control the TV and DTA.

Option 3: Code Search Method

a. Manually turn the TV on.

b. Press and hold **SETUP** ⬤ on the remote control until the LED blinks twice.

c. Press and hold down **OK/ENTER** ⬤ .

d. Release the button when the TV turns off. Setup is complete.

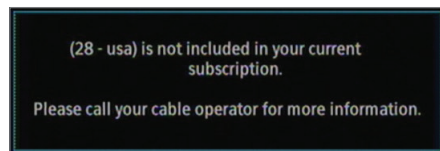e. Test the remote to ensure the buttons now control the TV and DTA.
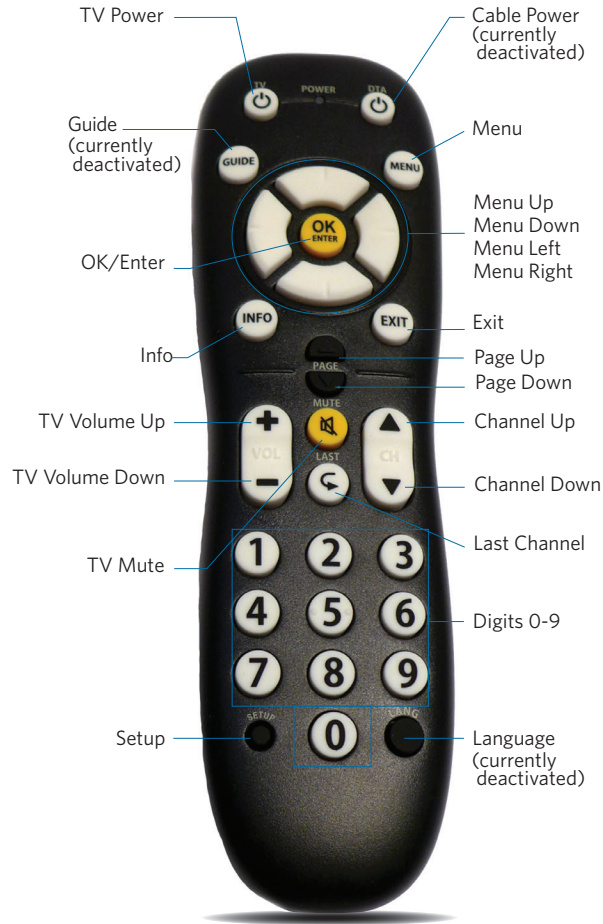
8. Place the DTA

a. After programming the remote, place the DTA in a suitable location, observing the ventilation requirements described in the safety information manual.

b. For your convenience, you can use adhesive fasteners (Velcro) to attach your DTA to the side or back of your TV.

CONGRATULATIONS! You've completed the DTA installation process. You are now ready to program the following settings via the Menu on the remote control. *A default setting for each is in place now, unless otherwise requested by the property. In the event a setting is changed, an instruction on how to adjust each setting is also included.*

CHANNEL TUNING LIST

Users can access channels using the **Channel Up** and **Down** buttons on the remote control, or by entering a channel number on the remote.

Note: A message similar to the following will appear if a user attempts to tune a channel to which your property does not subscribe. This should only occur if your property subscribes to Limited Basic Service only, does not subscribe to HBO or does not use insertion channels.

(28 - usa) is not included in your current subscription.

Please call your cable operator for more information.

CLOSED CAPTIONS

Default setting for Closed Captions is preconfigured to CS1 for digital service. (Note: Analog Services are not supported.) To access Closed Captions, press MENU (MENU) . Use the Down button to highlight Closed Captioning and press OK/ENTER (OK/ENTER) . Use the Directional buttons or follow the on-screen navigation to turn On or Off.

AUDIO LANGUAGE

Default setting for Audio Language is "English". To change the language setting, press MENU (MENU) . Use the Down button to highlight Audio Language and press OK/ENTER (OK/ENTER) . Use the Directional buttons to follow the on-screen navigation and change the Audio or Menu language.

Note: Not all programming is available in an alternate language. If the audio is changed from English, and alternate audio is not available, there may be no audio present.

HDMI (APPLIES ONLY TO HDTVs CONNECTED VIA HDMI CABLE)

Default setting for HDMI will either be "Auto" or the installer will configure it to match the highest resolution allowed by the TV. The device will automatically configure the best HDMI resolution to be compatible with the TV. To adjust the HDMI resolution, press MENU (MENU) . Use the Down button to highlight HDMI Setup and press OK/ENTER (OK/ENTER) . Choose the preferred option.

If the property subscribes to Standard Definition service, all channels should be in full-screen format. HD channels will come in a letterbox format (black bars on top and bottom). If this is not correct on the TV, modify the Aspect Ratio setting to 4:3 and check again.

If a room has an HDTV but the property subscribes to the Standard Definition package, all HD channels should be in a pillar-box format (black bars on the left and right), but SD channels will remain in full-screen format. To modify these settings, check the TV settings for stretched, zoom, or crop options.

If the property has HDTVs and subscribes to the HD package, all SD channels will be in a pillar-box format (black bars on the left and right). All HD channels should be full screen in a 16:9 format. If not, modify the Aspect Ratio setting to 16:9.
Note: All Aspect Ratio modifications take 10 seconds before change is completed.

OUTPUT RESOLUTION (HDTVs ONLY)

Default setting for Screen Format is "Auto". To select another format, press MENU (MENU) . Use the Down button to highlight HDMI Setup and press OK/ENTER (OK/ENTER) . If you do not have an HDTV, this will always default to "Auto" and will not provide additional options.

CHANNEL LOCKS

Default for Channel Locks is "Off". Charter Business does not recommend changing this setting.

*Important Note: If a tenant sets a Channel Lock PIN through the Menu, a call to Charter will be required in order to reset it. Should this occur in one or more units at your property, please have an authorized staff member **call Charter Business at 1-800-314-7195** and request a PIN reset". The Charter Business representative will need the unit number where the impacted device is located. After the reset, if you are prompted to enter a PIN, please use "0000" and turn Channel Locks "Off". There is no need to set a new PIN.*